



SRPSupport Customer Experience Advocate

This position is recruited as an Employee. (We do not hire independent contractors.)

Location Requirements

- Remote/Work-From-Home within the **United States**
(Requires a verifiable address for current residence.)

Schedule Requirements

- Full-time or Part-time Hours are Available
- Work Hours (Flexible)
 - Monday - Friday (Weekends May Be Available)
 - Available Work Hours:
 - 5:00 AM to 6:00 PM Pacific Time
 - Currently No Night Hours Offered
- Suggested Training Timeframe:
 - 1 Week, Basic Training: 30 - 40 Hours Per Week
 - 2 Weeks, Nesting: 24 - 40 Hours Per Week (flexible schedules)
- Advocate schedules are always based on Client business needs
- Advocates must be available to regularly work at least **ONE** weekend shift per week (if/when Weekends become an element of our coverage hours)

Wages & Benefits

- **\$19.00 per hour (Full-time or Part-time)**
- Benefits include:
 - Insurance: Medical, Dental, Vision, Life
 - Paid Time Off
 - Holiday Pay
 - Work-From-Home Monthly Stipend

SRPSupport is a privately held outsourced Customer Care company. We provide customer support and technical support to corporations in the U.S. and around the world. We've designed SRPSupport to be the next generation of Support Teams. Our support is provided virtually, which means you will always be working from home. We offer a variety of positions, great wages, resume impact, ongoing education opportunities, bonuses, and more control of your work schedule.



We work to live, not live to work!

Our Culture

More than just a great company, it's our goal to hire great people. We spend a lot of time together, so we want you to know our expectations up front:

- Friendly by Nature
- Smart, Quick Learner
- Get Things Done
- Team Player, Willing to Commit & Deliver

At SRPSupport (SRP), we are proud that our dedicated teams are respected service ambassadors for today's hottest U.S. FinTech corporations.

At SRP, we build personalized global support organizations that mirror each client's culture and mission. We create exceptional customer experiences through skillful hiring, ongoing product training, and best technology practices. Our goal is to provide our team members, clients, and customers with the best experience. With every personal interaction, we ensure we show our respect, empathy, value, and appreciation.

As part of our SRPSupport FinTech Team, you will be responsible for using exceptional empathy and product expertise to make the customer feel heard and valued. Concerns from customers will range from simple to complex. Your training will prepare you to respond to the various topics relating to the app, as well as individual account questions. Your goal is to quickly and ultimately resolve the issue and ensure the customer leaves feeling appreciated.

What We Offer

- An excellent ongoing Training platform
- Amazing client support and technical systems
- A comfortable, easy work-from-home experience
- A culture committed to teamwork and continuous improvement
- An excellent Benefits package, Paid Time Off, Home Office Stipend, Holiday Pay
- A Company-provided computer system for use in all company business*
- A workforce approach that provides consistent & flexible work schedules

Computer equipment is loaned only for work purposes. Equipment return is required at the end of employment. Company-paid shipping and packaging.



Beyond the Basics

We offer a higher basic wage, and we are looking for more in return: someone who is responsible, punctual, and delivers excellent attendance from the start. Our team is special, because each team member is committed to providing an amazing customer experience. To be on our team, you need to be detail-oriented, self-motivated, organized with good problem-solving abilities, and possess amazing interpersonal skills.

Job Responsibilities

- Treat customers as you would want to be treated
- Create brand advocates by providing amazing customer support
- Answer incoming customer service and app-based inquiries regarding the application and individual company's customer accounts.
- Gather and record customer information and concerns, while tracking customers in CRM
- Perform basic troubleshooting
- Identify and escalate priority issues to next level support
- Provide professional telephone, chat, email interactions with proper etiquette
- Speak with a friendly, welcoming tone and manner
- Utilize our knowledgebase system to provide product and policy information
- Continue training to remain current with changing platforms and increase in your skills

The above information on this description has been designed to indicate the general nature and level of work performed by employees in this classification. It is not designed to contain, or to be interpreted as, an exhaustive list of all responsibilities, duties, and qualifications required of employees assigned to this position.

Skills Preferred

- **Personal Drive:** You bring a sense of urgency, motivation, tenacity in achieving objectives
- **Customer-oriented:** You match the customer's needs to the capabilities of the client app
- **Communicate Effectively:** You convey knowledge and credibility with effective structuring of ideas, opinions, information (written and verbal)
- **Results-oriented:** You do what is needed to complete the work, learning new concepts and technology along the way, while delivering high quality results in a timely manner
- **Problem-solver:** You are able to explore a range of alternatives and options in resolving problems, and can quickly recognize new concerns and escalate appropriately
- **Decision-maker:** You make balanced and timely decisions, using the procedures provided
- **Planning & Organization:** You can plan, coordinate, monitor all support activity to ensure that you are optimizing your time to achieve all goals
- **Easily Adapt to Change:** You respond to change with flexibility
- **Team Player:** You live with a positive attitude and possess excellent interpersonal skills. You can work with all types of folks and can develop working relationships with colleagues globally.



Must Haves

- College degree, AA degree, an Active College Student, or have solid work-related background
- Strong Work History (work history may take the place of some education)
- Technical Aptitude, learning new technology quickly
- Proficient in English (written & verbal)
- Ability to fulfill schedule commitments
- Prioritize and effectively manage time

SRPSupport(SRP) is an Equal Opportunity Employer committed to creating a diverse workforce. We consider all qualified applicants without regard to race, religion, color, sex, national origin, age, sexual orientation, gender identity, disability or veteran status, among other factors. We do not permit or condone any form of discrimination or harassment by our Company's managers, associates, or vendors based on race, color, religion, national origin, gender, disability, protected veteran status, sexual orientation.